

the matter , which will normally involve meeting with you to give you the opportunity to present your evidence verbally. The Chair of Governors will complete his/her investigation within twenty one days of receipt of the formal complaint and will inform you of the outcome.

### **Stage 3 – Review**

If you are not satisfied that the procedure has been followed correctly or that your complaint has been addressed appropriately, you may request that the Governing Board reviews the Chair of Governor’s handling of the complaint. Any such request would need to be made in writing within fourteen days of receipt of the Chair of Governor’s letter to you.

The Governing Board’s complaints panel will meet within twenty one days of receipt of the request to review the details of the complaint and the evidence provided. The chair of the panel will send you a letter within five days of the meeting notifying you of the outcome of the review.

It is anticipated that the small number of complaints that may be referred to the panel can be resolved satisfactorily through this process. The panel’s decision is final.

If we cannot resolve the problem within the timescale given, we will write to you and tell you why there is a delay and when we will be able to respond.

### ***Your views are important***

We are committed to providing excellent education at our schools. The Headteacher, Staff and Governing Board take all complaints very seriously and we will do everything we can to ensure that you and your children are happy with our schools. Please keep talking to us!



## **Viaduct Federation of Schools**

### **Information for Parents**

### **How to express a concern or make a complaint**

**Reviewed by Governors 12<sup>th</sup> February 2020**

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## ***We want to hear from you***

We want all Bushfield and Wyvern pupils and their families to be happy with the education they receive, and our staff do their best for all of them.

We welcome feedback from you, and your comments – either positive or negative – are helpful for future planning.

Visits, regular reports and open evenings help to keep you up to date with what is happening and how your child is getting on at school. You may want to talk to us about a particular aspect of the school that you are worried about or you may be unhappy about the way in which a member of staff has dealt with your child.

Usually, we can deal with any problems informally, but unfortunately, this is not always possible and you may wish to make a complaint.

Whatever the issue, please come and talk to us so that we can sort it out.

## ***Our promise to you***

- your concern will be dealt with honestly, politely and in confidence
- your concern will be looked at thoroughly and fairly
- we will keep you up to date with progress at each stage
- you will receive an apology if we have made a mistake
- you will be told what we are going to do to put matters right

## ***How to make a complaint***

We have adopted a formal procedure for dealing with complaints which is available in the school. We hope you never need to use it but our process has three stages:

### ***Stage 1 – Informal***

If you have a concern about anything we do, you can tell us by telephone, in person or in writing.

We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the teacher or another appropriate member of staff.

If the first person you talk to cannot help, then speak to a senior member of staff or the Headteacher. The school will usually reply to you within a day or so, but always within seven days. We should be able to sort out your concerns, but if this is not possible, you can take your complaint to the next stage.

### ***Stage 2 – Formal***

If you are not satisfied with the outcome of Stage 1, you can complain formally in writing to the Headteacher. The Headteacher will arrange to investigate your complaint and will invite you to the school to discuss and respond to the issue.

If your complaint relates to the Headteacher and is not resolved at the informal stage, you may contact the Chair of Governors outlining your complaint. The Chair of Governors will arrange to investigate